We are sorry, but your request for a refund of additional and fixed costs cannot be accepted, as it does not fall within our refund procedures.

Please allow us to explain. Unfortunately, we are unable to provide a refund for extra expenses incurred outside our process. If you were not satisfied with the availability or the alternative options offered, you could have easily contacted our agents, who would have assisted you in finding another suitable accommodation or solution, even if it required more time. However, this procedure must always be carried out together with us.

You cannot make decisions independently and then expect us to issue a refund afterward. With our assistance, we could have explored the available options, as we work closely with the partner agencies that allow such solutions. When we sent you the email asking you to choose between Option 1, Option 2, or Option 3, you selected Option 1. Based on that, we were responsible for finding you an alternative accommodation equivalent to the one originally booked.

However, since we did not receive any further feedback from you and you did not continue the process with us, we were unfortunately unable to provide further support. There is no record or conversation between your agency and ours that indicates you were authorized to make an additional payment with the promise of reimbursement.

Furthermore, when we contacted the property to confirm whether you had actually stayed there, the hotel informed us that you had accepted the option they offered. For this reason, we considered the case closed.

After receiving your message stating that you did not stay at the property because you were not satisfied with it, we still proceeded with a refund of the original booking amount as a gesture of goodwill. However, we must emphasize that, beyond this original payment, we are not and will not be responsible for covering any additional expenses.

If you had followed the proper procedure with our assistance, we might have been able to help you more effectively and ensure a smoother experience. Unfortunately, since you acted independently and outside our established process, we are unable to provide any further compensation.

We understand this situation has caused you inconvenience, and we sincerely regret that we could not assist you further.